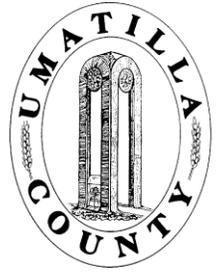




UMATILLA COUNTY POSITION DESCRIPTION



Department: *Fair*
Position Title: *Office Assistant
(Temporary)*

Employee Name: _____

Effective Date: _____

Job Series: _____ **Salary Range:** _____
Union Covered: No **BOLI Exempt:** No

GENERAL DESCRIPTION OF POSITION

Temporary, seasonal position to provide support for the Fair Coordinator and Fair Board.

SUPERVISORY RELATIONSHIPS

Works under the direct supervision of the Fair Coordinator or liaison appointed by the Fair Coordinator.

PRINCIPAL DUTIES OF POSITION

1. Sell admission, concert tickets, carnival tickets, parking passes and other tickets for the Umatilla County Fair from the fair ticketing (box) office. (EE)
2. Answer multiple phone lines in a positive manner, answer questions regarding fair and fair activities, direct calls appropriately, research customer issue and take messages if necessary. (EE)
3. Ensure that each customer receives outstanding service by providing a friendly environment and attitude, which includes greeting and acknowledging every customer, maintaining high customer service standards in a hectic environment, having solid knowledge of fair ticket prices, activities and contests. (EE)
4. Accurately and efficiently receipt fees and maintain proper payment records for cash register, credit cards and check payments. (EE)

OTHER DUTIES OF POSITION

1. Provide front desk coverage when necessary, greeting customers, answering phones, completing mail processes and other office duties as assigned.
2. Communicate customer requests to Fair Coordinator or assigned liaison.
3. Answer multiple phone lines in a positive manner, answer questions regarding fair, and fairgrounds, take messages when appropriate.
4. Assist with coordination of contest and other county fair events. Saturdays and Sundays, long hours and flexible hours may be required during your temporary employment.
5. Assist exhibitors and youth in preparing entry forms for fair.
6. Enter exhibitor information into specialized fair software.

7. Create signage, flyers and/or posters as needed.
8. Type correspondence, update spreadsheets and contracts as directed by Fair Coordinator or assigned liaison.
9. Keep an organized and clean work area.

REQUIREMENTS FOR POSITION

1. At least intermediate knowledge of: Microsoft Excel, Publisher and Word along with G-Mail and internet search engines.
2. Cash handling and proper documentation and recording and reporting of items sold.
3. Knowledge of front office procedures and practicing professional office etiquette.
4. Must use proper grammar when communicating.
5. Legible handwriting.
6. Must be a team player and accept supervision from Board members, Fair Coordinator or assigned liaison.
7. Ability to change and adapt from one task to another often in a fast paced environment, with a positive attitude.
8. Must be a quick and confident learner.
9. Knowledge of office equipment including photocopying machines, computer and credit card machine etc.
10. Knowledge of basic accounting clerk procedures and ability to use a 10-key calculator helpful.
11. Ability to deal with public in a pleasant and tactful manner and to direct difficult issues to Supervisor.
12. Ability to complete clerical transactions rapidly and accurately.
13. Ability to follow written and oral instructions.
14. Ability to establish and maintain effective working relationships with board members, supervisor, employees and the public.
15. Excellent organizational skills and the initiative to work independently in a fast paced environment.

SPECIAL QUALIFICATIONS

- Microsoft Access
- QuickBooks
- ShoWorks
- TicketMaster or other web-based ticketing programs or software
- Cash handling and/or knowledge of banking practices

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, climb stairs, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability and adjust focus.

TOOLS AND EQUIPMENT USED

Computers, calculator, multi-line telephone, multi-function printer/scanner/copier, laminator and hand held radio.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee works in an often noisy and busy office environment and on occasion, in hot and windy outside weather conditions.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee's Signature/Date